



Deliveries

We are only able to deliver online orders to you if you have a permanent address on the UK mainland.

We will Endeavour to fulfil your order by the date set out in the e-mail by which we confirmed your order. Where this e-mail did not contain such a date we shall endeavour to fulfil your order within the time-scales advertised on the individual products on your order. All purchases must make allowance of 14 working days from date of dispatch for our carriers to fulfil the final delivery to your home.*

**Furniture deliveries are approximately 6 weeks depending on the supplier. Some suppliers offer home delivery and therefore we quote 6 weeks delivery. Some suppliers will only deliver to us therefore we have to add approximately 1 week on to the 6 week supplier delivery.*

***95 % of our furniture is British made however our leather suites are made on the continent. Therefore we quote approximately 8 weeks delivery.*

When the goods are ready for delivery we will contact you to arrange a suitable time. If you are not quite ready to collect them e.g you may be decorating, we will be more than happy to store them for you, within a reasonable time. Please contact us to discuss if required.

Orders totalling less than 30kg may be dispatched by post or courier.

For all orders - any changes made to the content of your order will have an impact on your delivery date. We may therefore be unable to deliver your goods on your confirmed delivery date should changes occur and if so, a new delivery date will be given.

You are responsible for providing a safe means of access from the public highway to the place of delivery. If the carriers delivery staff consider that access is unsafe then we will not deliver the goods until safe access is provided.

For deliveries using our parcel carrier service: Should you not be available at the time of attempted delivery you will be left a card with details on so that you can contact the carriers and arrange redelivery yourself. If you do not contact the carrier within 48 hours the goods will be returned to us. In this instance an aborted delivery fee of £10.00, plus a return charge of £5 per box will be levied. If we are unable to deliver the goods due to there being no safe means of access to the place of delivery we shall be entitled to cancel your order and refund your payments less an aborted delivery fee of £10.00.

The return charge mentioned will be applicable immediately after the items have left our warehouse, ie if the order is cancelled after we have despatched the item but before delivery to the final destination, the return charge levied by our carriers will still be applicable.

If our carriers accidentally damage goods in the course of delivery our liability for that damage is limited to the repair, replacement or refund of the goods or the value thereof.

Time of delivery is not of the essence in these terms and conditions. We will not be liable for any loss or damage suffered by you through any reasonable delay or delay due to unforeseen circumstances outside of the reasonable control of Tidals Store Ltd or any reasonable rescheduling of delivery.

If items are received damaged please call us immediately on 01495 224893 and we will rectify the problems as soon as possible. Please do not ask our carriers to arrange exchanges without emailing or calling us as information is not always relayed back to us correctly. If an individual driver from our carriers tells you that they will report and take care of this please ignore this and be sure to email or call us directly.

Please report damages within upon delivery, as once the delivery company has left your property no claims against damages can be made.

Please note we will require proof of the damage from a photograph in order to facilitate allowance, exchange or refund of the item.

Please remember that when offer Free Delivery we do subsidise your delivery fees on these items, if you wish to return these items we reserve the right to refund less than the original purchase price. This is because we subsidise your original delivery fees which are absorbed in our profit margin, unfortunately we cannot do this for returned items therefore this will be chargeable.

While we endeavour to ensure we use reputable couriers we accept no responsibility for their actions while at your premises.